RFP: PAX0131   **Addendum No: 3**   **Date of Addendum:** 04/06/2016

This addendum is incorporating the following change, questions, and answers to the above-referenced RFP.

1. **PROPOSAL DUE PRIOR TO** and **COMPLIANCE PLAN DUE PRIOR TO** have been extended to April 28, 2016 at 11:00 am, local time.

2. Workforce Management Excel Requirements document has been added to the above-reference RFP.

3. Q) Under Requirements F031 and F032, please provide detail around the phone notification process/system   and the expected integration with the WFM system.
   A) The system shall make outbound calls communicating a vacancy or other work assignment to identified distribution group(s). There is a preference that the outbound call sequences can be manipulated based on differing criteria (A-Z, seniority, shift assignment).
   The system shall track receipt of automated phone notations by recording recipient responses (hang up, answering machine, delivered call, undelivered call, declined or acceptance of assignment if available through an automated feature, other).
   The system will allow administrators with proper permission levels to go into system and manually preclude outbound calls being attempted to individuals within distribution groups. This would involve individuals who voluntarily declined notifications being made to them and or notifications being directed towards individuals who are temporarily ineligible to participate in additional assignments.

4. Q) There are 3 phases to the project. How far apart is each phase planned to occur?
   A) Several months between phases as a general rule; dependent on funding availability.

5. Q) Can the City supply specifics on what you are looking for in terms of the QA module?
   B) Call duration, calls dropped, speed of answer, ready time, radio transmission times and the ability to import/export forms that grade the handling of incidents and or grades spans of time. We also need the system to automatically or manually create a packet that can be accessed and individual performance then accessed to include a call recording requirement.

6. Q) What is the type/version of Radio device?
   A) Motorola MCC 7500 Elite Dispatch / Version 7.15.24.

7. Q) What is the total number of system users for the following - dispatchers, call-takers, managers and supervisors?
   A) 225

8. Q) What is the version of telephony system(s) that require integration?
   A) Avaya (currently transitioning from Nortel)

9. Q) Under Requirement F063 - How long will retrieved call data be stored? Unclear on this question; I show F063 to involve notifications (attached).
   A) 180 days.

10. Q) Under Requirement F065 - F068 - This is data from the telephony system. Is the expectation that this information is imported into the WFM system?

A) Yes

11. Q) Under Requirement F070 – Can the City supply type and version/operating system for 911 call data, non-emergency call data and dispatch system?
    A) F070 show dialing out across multiple lines (assignment availability). Radio CPU operating system is Windows 7 Professional, 911 CPU operating system is Windows 7 Professional, Non-Emergency CPU operating system is Windows 7 Enterprise (phones at NE are hardware, not soft phones in the CPU).

12. Q) Under Requirement F071- Please provide specifics on format of the 911 report package for integration purposes.
    A) Specific format is unknown at this time. Please advise the formats you (your company) provide.

    ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURES affixed below, this Addendum is hereby incorporated into and made a part of the above-referenced Request for Proposal.

APPROVED BY: _____   04/06/2016
                Sai Xoomsai, Senior Buyer Specialist   Date
                        Purchasing Office

ACKNOWLEDGED BY:

_____   _____   _____
Vendor Name   Authorized Signature   Date

RETURN A COPY OF THIS ADDENDUM to the City of Austin Purchasing Office with your proposal. Failure to do so may constitute grounds for rejection of your offer.